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IN THE CLAIMS:

Please amend the claims in the application as follows:

Please add claim 31.

1. (Original) A method for routing a communication connection request comprising the steps of:

in response to a communication connection request, obtain context information from a communication connection requestor;

using said context information to determine a communication connection action; and connecting said communication connection requestor based upon said connection action.

2. (Original) The method of claim 1 further comprising the step of determining a confidence factor for the connection action.

3. (Original) The method of claim 2 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.

4. (Original) The method of claim 2 further comprising the step of validating said connection action with a caller for connections not exceeding a confidence factor threshold.

5. (Original) The method of claim 1 wherein the step of determining a connection action is done with a rules engine.

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6. (Original) The method of claim 1 further comprising the step of providing an indication of an associated action.
7. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having data transmission.
8. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a notification.
9. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a workflow initiation.
10. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a logging action.
11. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of directing said associated action to at least one additional connection.
12. (Original) A method for providing a communication connection for a user comprising the steps of:
 - obtaining context information for said user;
 - using said context information to determine a communication connection action; and

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connecting said user based upon said connection action.

13. (Original) The method of claim 12 further comprising the step of determining a confidence factor for the connection action.

14. (Original) The method of claim 13 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.

15. (Original) The method of claim 13 further comprising the step of validating said connection action with a user for connections not exceeding a confidence factor threshold.

16. (Original) The method of claim 12 wherein the step of determining a connection action is done with a rules engine.

17. (Original) A method of routing a caller's call comprising the steps of:
obtaining context information for said caller;
using said context information to determine a communication connection action; and
connecting said caller based upon said connection action.

18. (Original) The method of claim 17 further comprising the step of determining a confidence factor for the connection action.

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19. (Original) The method of claim 18 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.
20. (Original) The method of claim 18 further comprising the step of validating said connection action said caller for connections not exceeding a confidence factor threshold.
21. (Original) The method of claim 17 wherein the step of determining a connection action is done with a rules engine.
22. (Original) The method of claim 17 further comprising the step of using context information for a called party to assist in determining said communication connection action.
23. (Original) The method of claim 17 further comprising the step of using a caller's calendar to assist in determining said communication connection action.
24. (Original) The method of claim 17 further comprising the step of authenticating the caller before determining said communication connection action.
25. (Original) The method of claim 17 further comprising the step of requiring a single action by a caller for determining said communication connection action.
26. (Original) The method of claim 24 further comprising the step of using biometrics to authenticate said caller.

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27. (Original) A method of determining a communication connection for a caller comprising the steps of:

obtaining context information for said caller;
using said context information to determine a communication connection action; and
connecting said caller based upon said connection action.

28. (Original) A service for determining a communication connection for a caller comprising the method steps of:

obtaining context information for said caller;
using said context information to determine a communication connection action; and
connecting said caller based upon said connection action.

29. (Original) An apparatus for use in a computer services environment, said apparatus comprising:

at least one processor operative to route a caller's call based upon context information for said caller, and

using said context information to determine a communication connection action for connecting said caller.

30. (Original) The apparatus of claim 29 further comprising a rules engine for determining a communication connection action.

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31 (New) The method of claim 29, wherein said context information comprises a calendar of said user.